

Enterprise Incident Report Dec 2010

As of 1/3/2011

Agriculture and Food

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - First Contact Resolution		
	Low	Medium	FCR Total
Agriculture and Food	52	2	54
	39	2	41
Customer Company Total	52	2	54
	39	2	41

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	Medium	MIR Total
Agriculture and Food	52	2	54
	6	1	7
Customer Company Total	52	2	54
	6	1	7

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours		
	Low	Medium	ATTIR Total
Agriculture and Food	52 0.38	2 0.61	54 0.39
Customer Company Total	52 0.38	2 0.61	54 0.39

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - Missed Resolution		
	Low	Medium	MR Total
Agriculture and Food	52	2	54
	2	0	2
Customer Company Total	52	2	54
	2	0	2

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours		
	Low	Medium	ATTR Total
Agriculture and Food	52 3.60	2 0.61	54 3.49
Customer Company Total	52 3.60	2 0.61	54 3.49

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Detail

INC000000223094	Danielle Downey Application Services	None Eva Cornish	None Agriculture and Food	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	5.63 29.69
INC000000223291	McCrae Christiansen Application Services	None Martin Gonzalez	None Agriculture and Food	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	3.44 136.51
INC000000227958	Noel McSpadden Jr Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000227971	Angela M Martinez Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Paper Jam Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000227973	Bill Rigby Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000227976	Claudette Walcott Metro D Desktop Support	PC/Laptop Jon Hager	Error Agriculture and Food	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000228276	Danielle Downey Application Services	None Eva Cornish	None Agriculture and Food	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.78 3.78
INC000000228395	Mark Demings Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.26
INC000000228557	Pat Nelson Metro D Desktop Support	PC/Laptop Jon Hager	Virus Agriculture and Food	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000228561	Seth Winterton Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000228566	Richard Sandberg Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000229618	Brian Tea Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	ZENworks for Desktops Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.25 2.25
INC000000230317	Jan Knerr Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000230321	Richard W Clark Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000230793	Larry Lewis Help Desk	Application Vicky Marrelli	Password Agriculture and Food	Public Meeting / Notice Web Site Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000230999	Clint Burfitt Metro D Desktop Support	PC/Laptop Jon Hager	Error Agriculture and Food	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000231004	Jennifer Sung	Network	Password	Novell ConsoleOne	TIR Missed: No	TIR: 0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231006	Bill Eccleston	Network	Password	Novell ConsoleOne	TIR Missed: No	TIR: 0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231008	Bill Eccleston	PC/Laptop	Performance	Microsoft Windows XP Professi	TIR Missed: No	TIR: 0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231648	Clint Burfitt	PC/Laptop	Hardware	Microsoft Windows XP Professi	TIR Missed: No	TIR: 0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231680	Brett Gurney	Application	Error	None	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.99
INC000000231683	Claudette Walcott	Application	Error	Utah Master Directory	TIR Missed: No	TIR: 0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231688	Clint Burfitt	Application	Reporting	Microsoft Excel	TIR Missed: No	TIR: 0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231789	Shelley R Walker	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000232038	Chris Crnich	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.18
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.26
INC000000232861	Trudy Casey	PC/Laptop	Performance	Microsoft Windows XP Professi	TIR Missed: No	TIR: 0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000232865	Gordon Brown	PC/Laptop	Performance	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Medium	Closed	TTR Missed: No	TTR: 0.00
INC000000233670	Karen Parkes	Network	Password	Novell ConsoleOne	TIR Missed: No	TIR: 0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000233674	Richard Leyba	Network	Password	Novell ConsoleOne	TIR Missed: No	TIR: 0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000233684	Bill Hopkin	PC/Laptop	Performance	Microsoft Windows XP Professi	TIR Missed: No	TIR: 0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000234639	Mohammed Sharaf	PC/Laptop	Error	None	TIR Missed: No	TIR: 0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000234643	Mohammed Sharaf	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000234647	Seth Winterton	Application	Error	Microsoft Access	TIR Missed: No	TIR: 0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000235367	Thayne Mickelson	Application	Reporting	ZENworks for Desktops	TIR Missed: No	TIR: 1.00
	Metro D Desktop Support	Philip Henderson	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 2.11
INC000000235396	Drew Matthews	Application	Error	Novell GroupWise	TIR Missed: Yes	TIR: 1.70
	Metro D Help Desk	Dusty Serr	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 1.70
INC000000235427	Claudette Walcott	PC/Laptop	Hardware	None	TIR Missed: Yes	TIR: 1.21
	Metro D Desktop Support	Philip Henderson	Agriculture and Food	Medium Resolved	TTR Missed: No	TTR: 1.21
INC000000235636	Bob Puck	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Colin Bodkin	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.87
INC000000235701	Chris Crnich	Application	Reporting	Novell GroupWise	TIR Missed: Yes	TIR: 1.06
	Metro D Desktop Support	Philip Henderson	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 3.88
INC000000235791	Sharon Simonson	Network	Password	None	TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000236321	Chris Crnich	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Dusty Serr	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000236439	Chris Crnich	PC/Laptop	Performance	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Philip Henderson	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.66
INC000000237111	Trudy Casey	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000237112	Richard Sparks	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000237113	Larry Lewis	Application	Reporting	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000237114	LaJeanne Gilgen	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000238076	Vicki Needham	None	None	None	TIR Missed: No	TIR: 0.57
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.57
INC000000238583	Claudette Walcott	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000238584	Thayne Mickelson	PC/Laptop	Performance	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000239223	Trudy Casey	PC/Laptop	Password	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000239224	Mohammed Sharaf	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00

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INC000000239226	Clair Allen	PC/Laptop	Performance	Microsoft Windows XP Professi	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR:	0.00
INC000000239228	Sue Mounteer	PC/Laptop	Performance	Microsoft Windows XP Professi	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR:	0.00
INC000000239435	Therese Aschkenase	Application	Password	PGP	TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Agriculture and Food	Low Resolved	TTR Missed: No	TTR:	0.05
INC000000239533	Trudy Casey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Dusty Serr	Agriculture and Food	Low Resolved	TTR Missed: No	TTR:	0.00